# GOVERNMENT OF INDIA
# HEALTH AND FAMILY WELFARE
# LOK SABHA

UNSTARRED QUESTION NO:2174
ANSWERED ON:06.05.2016
Complaints against Private Hospitals
Rai Shri Prem Das

**Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:**

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether the Government has received complaints against private hospitals refusing to treat a terminally ill or an emergency patient;

(b) if so, the details thereof;

(c) whether the Government has issued any guidelines/order and put in place grievance redressal mechanism for patients facing such problem; and

(d) if so, the details thereof and number of such cases reported during the last three years along with the action taken in this regard?

## Answer

THE MINISTER OF HEALTH AND FAMILY WELFARE
(SHRI JAGAT PRAKASH NADDA)
(a) & (b): Health is a State subject. It is the responsibility of the respective State Government/Union Territory to take cognizance of such instances and take action to prevent and control such practices. Therefore, such complaints, as and when these are received, are forwarded to the concerned States. Details of such complaints are, however, not maintained centrally.
(c) & (d): Health being a State subject. It is within the domain of State/UT to issue any guideline/order and put in place appropriate grievance redressal mechanism for patients facing such problems. The Government of India has enacted the Clinical Establishments (Registration and Regulation) Act, 2010 and notified Clinical Establishments (Central Government) Rules, 2012 for registration and regulation of the Clinical Establishments. As per clause 12(2) of the Act, one of the conditions of the registration of clinical establishments is that every clinical establishment is required to provide within the staff and facilities available, such medical examination and treatment as may be required to stabilize the emergency medical condition of any individual who comes or is brought to such clinical establishment.
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